

**Submission  
No 3**

## **INQUIRY INTO THE MANAGEMENT OF HEALTH CARE DELIVERY IN NSW**

**Organisation:** The Royal Australian College of General Practitioners  
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**Position:** Executive Support Officer  
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30 March 2017

The Chair  
Mr Bruce Notley-Smith MP  
Public Accounts Committee  
Parliament House  
Macquarie Street  
SYDNEY NSW 2000

Dear Mr Notley-Smith

**Re: Inquiry into the Management of Health Care Delivery in NSW**

The Royal Australian College of General Practitioners NSW&ACT welcomes the opportunity to comment on the Management of Health Care Delivery in NSW.

The RACGP NSW&ACT is aware of the major efforts and investments made by the NSW Government and Ministry of Health in:

- developing and enhancing the performance and reporting frameworks
- reporting of performance related data to patients through the ACI's Patient Reported Measures initiative operating in a number of sites, and Western Sydney Local Health Districts real time patient feedback survey and providers (examples Local Health Districts internal Activity Based Funding (ABF) related analyses and Bureau of Health Information's comprehensive reports)
- developing of IT systems and processes including the current initiative to collate and analyse data across hospital and general practice settings

These are undoubtedly driving "improvements in the health care delivery system". However, difficulties arise in relation to achieving "broader health system objectives", particularly those relating to keeping people well and in the community, preventing later illness through health promotion, early intervention and cross sectoral activities to influence the socio-economic determinants of health. These require a re-orientation of the system to community based care with community and primary health care capacity building and closing of the hospital-community gap. Unfortunately, the domination of the hospital system (finance, performance expectations and ABF) and relentless workload pressures create major barriers to such transitions.

The Ministry of Health's Integrated Care initiative is a significant step in the right direction, but much more is needed. The right state policy framework, expansion of Integrated Care initiative that are community driven, not hospital driven, support the Local Health District – Primary Health Network



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partnerships, quarantined reform funds, trials of ABF models of care and shifting care from hospital into the community.

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Yours sincerely

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**Guan Yeo, Chair  
RACGP NSW&ACT**